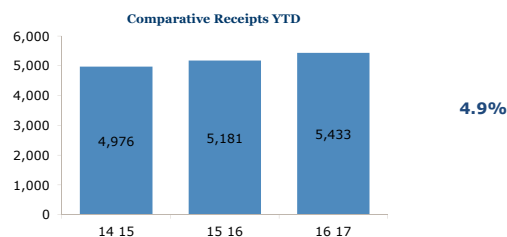
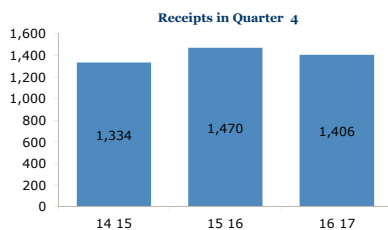


The final quarter performance is largely as anticipated, resulting in the highest closure figures of the year. Overall productivity for FOI, DP and self-reported incidents is better than last year (DP closures are up over 10%). Helpline, live chat and written advice services remain busy. In line with the trend throughout 2016/17 intake has been significant and we have not been able to close everything we have received. FOI caseloads have increased by 260 cases and DP caseload is up by just under 1000. Recruitment of both permanent and temporary staff has allowed us to increase headcount in areas that have been under pressure during the year, and we have agreed plans, and funding, for expansion into 2107/18 that should address any shortfall between intake and output.

Simon Entwisle

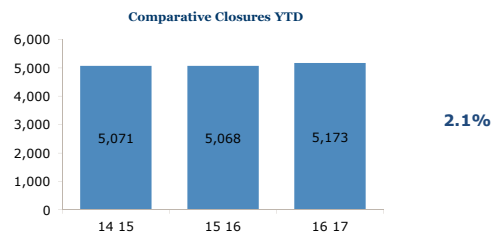
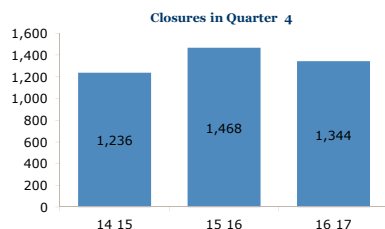
Received

	2015/16	2016/17
Quarter 1	1,249	1,477
Quarter 2	1,352	1,342
Quarter 3	1,110	1,208
Quarter 4	1,470	1,406
Total	5,181	5,433

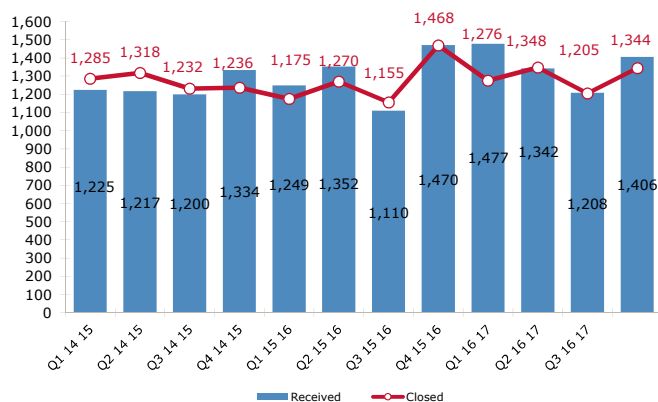


Closed

	2015/16	2016/17
Quarter 1	1,175	1,276
Quarter 2	1,270	1,348
Quarter 3	1,155	1,205
Quarter 4	1,468	1,344
Total	5,068	5,173



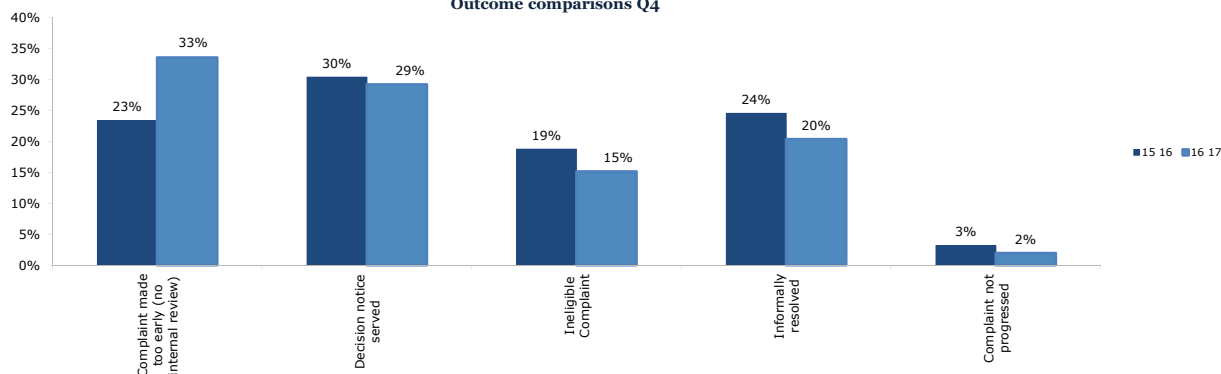
Receipt & Closures by Quarter



FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q4	%
0 - 30 days	588	44%
31 - 90 days	256	19%
91 - 180 days	285	21%
181 - 270 days	139	10%
271 - 365 days	48	4%
365 days+	28	2.1%
Total	1,344	100%

Outcome comparisons Q4



Decision Notices Served

	2015/16	2016/17
Quarter 1	282	295
Quarter 2	333	314
Quarter 3	318	338
Quarter 4	443	382
Total	1,376	1,329

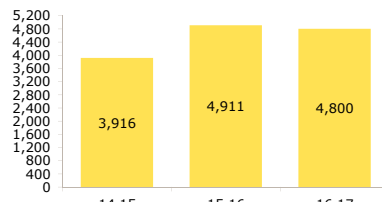
Decision Notices Served by outcome

	2015/16				2016/17			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	173	26	83	282	160	53	82	295
Quarter 2	206	45	82	333	217	37	60	314
Quarter 3	214	45	59	318	188	59	91	338
Quarter 4	260	77	106	443	222	70	90	382
Total	853	193	330	1,376	787	219	323	1,329

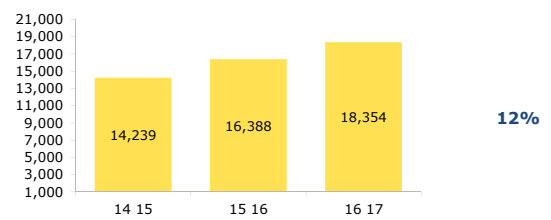
Received

	2015/16	2016/17
Quarter 1	3,689	4,615
Quarter 2	3,999	4,708
Quarter 3	3,789	4,231
Quarter 4	4,911	4,800
Total	16,388	18,354

Receipts In Quarter 4



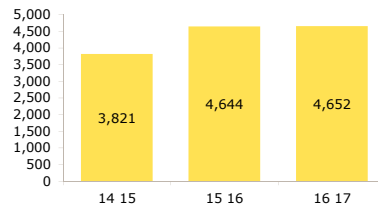
Comparative Receipts YTD



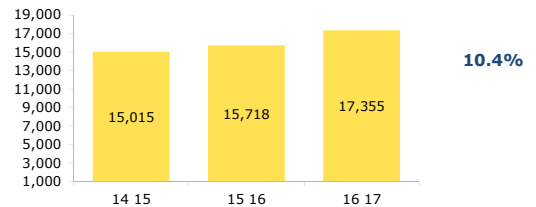
Closed

	2015/16	2016/17
Quarter 1	3,431	4,211
Quarter 2	3,846	4,392
Quarter 3	3,797	4,100
Quarter 4	4,644	4,652
Total	15,718	17,355

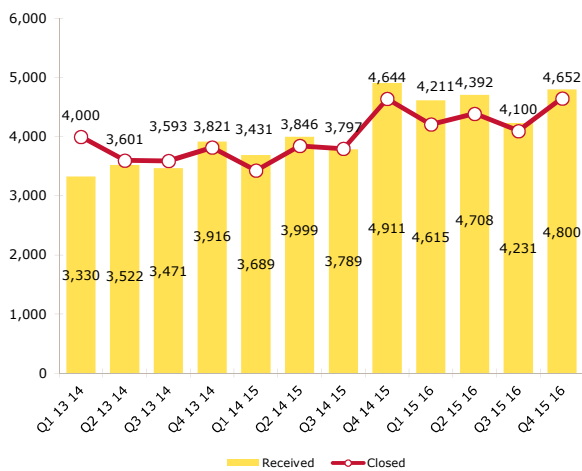
Closures in Quarter 4



Comparative Closures YTD



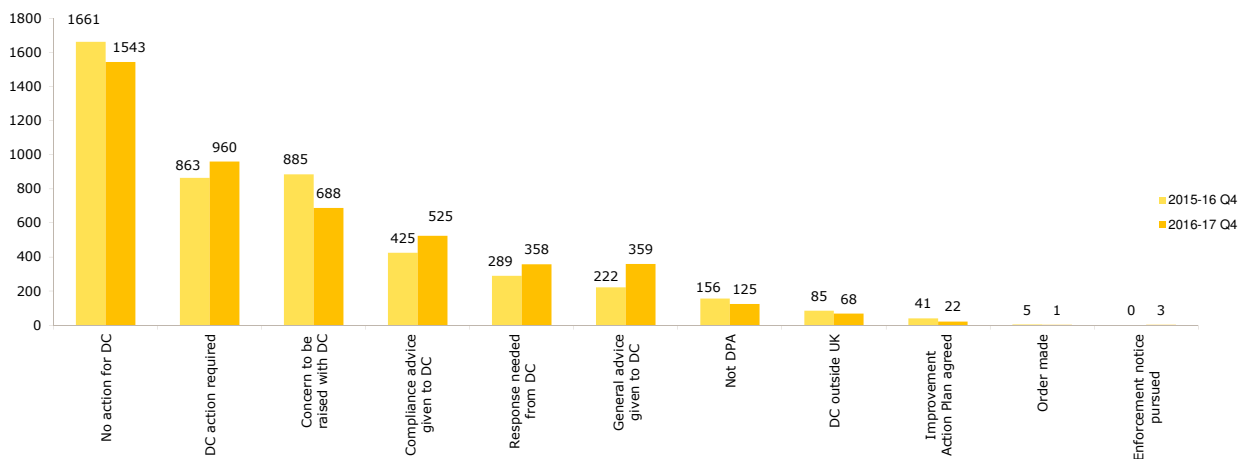
Receipts and Closures by Quarter



DP concerns - Age profiles of finished casework

Age profile	Q4	%
0 - 30 days	1,283	27.6%
31 - 90 days	2,683	57.7%
91 - 180 days	603	13.0%
181 - 270 days	60	1.3%
271 - 365 days	11	0.2%
365 days +	12	0.3%
Total	4,652	100%

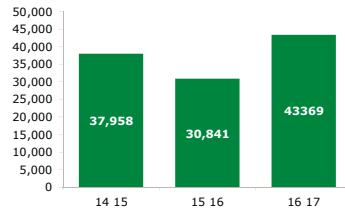
Outcomes comparisons concerns finished in Q4



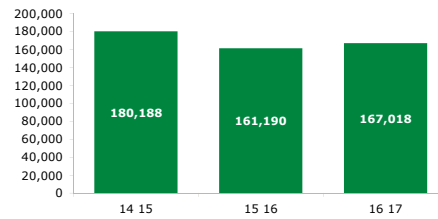
Concerns reported

	2015/16	2016/17
Quarter 1	46,676	47,414
Quarter 2	45,470	37,756
Quarter 3	38,203	38,479
Quarter 4	30,841	43,369
Total	161,190	167,018

Concerns reported in Quarter 4



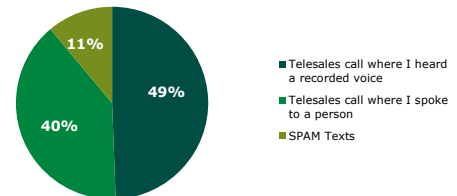
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2015/16			2016/17		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts
Quarter 1	17,057	22,992	6,208	24,678	17,774	4,508
Quarter 2	20,885	19,958	4,234	15,114	17,096	5,529
Quarter 3	20,129	13,862	3,874	18,046	15,326	5,107
Quarter 4	13,354	13,440	3,553	24,173	15,495	3,253
Total	71,425	70,252	17,869	82,011	65,691	18,397

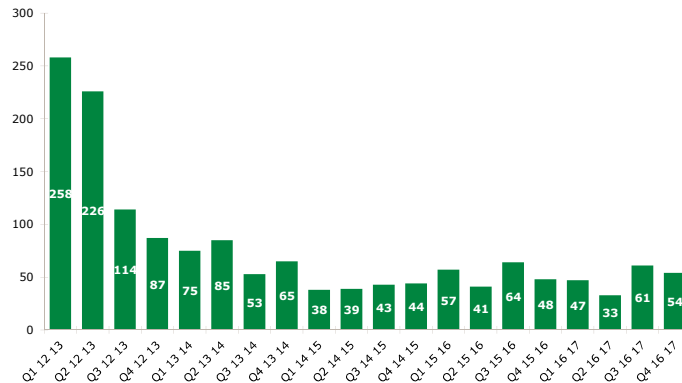
Nature of telesales and SPAM texts reported 2016-17 YTD



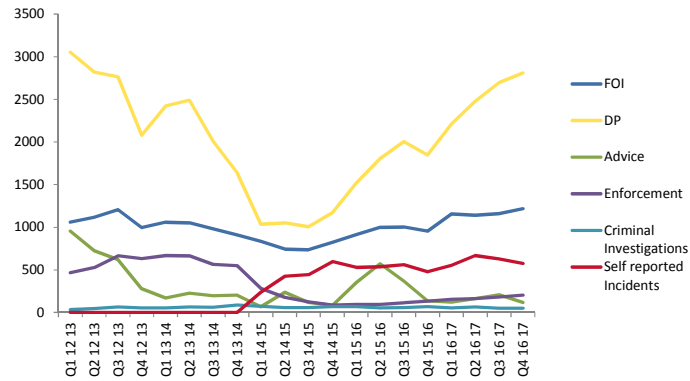
Cookie concerns reported

	2015/16	2016/17
Quarter 1	57	47
Quarter 2	41	33
Quarter 3	64	61
Quarter 4	48	54
Total	210	195

Cookie concerns reported



Caseload trend



Case types can change as work is progressed, which means work can move between caseloads.

*Some self reported incidents were recorded as Enforcement cases prior to April 2014.

FOI and EIR Complaints - age profiles

Age profile	Caseload Q4	%
0 - 30 days	355	29%
31 - 90 days	448	37%
91 - 180 days	285	23%
181 - 270 days	110	9%
271 - 365 days	18	1%
Total	1,216	100%

DP Concerns - age profiles

Age profile	Caseload Q4	%
0 - 30 days	1,482	53%
31 - 90 days	1,136	40%
91 - 180 days	159	6%
181 - 270 days	19	1%
271 - 365 days	4	0.1%
Over 1 Year	9	0.3%
Total	2,809	100%

Written advice - age profile

Age profile	Caseload Q4	%
0 - 30 days	105	91%
31 - 90 days	10	9%
Total	115	100%

Self reported Incidents - age profile

Age profile	Caseload Q4	%
0 - 30 days	212	37%
31 - 90 days	222	39%
91 - 180 days	94	16%
181 - 270 days	28	5%
271 - 365 days	9	2%
Over 1 Year	10	2%
Total	575	100%

Enforcement - age profile

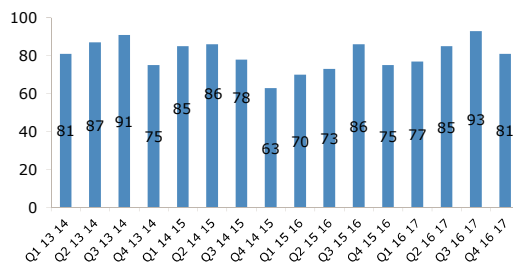
Age profile	Caseload Q4	%
0 - 30 days	27	13%
31 - 90 days	55	27%
91 - 180 days	39	19%
181 - 270 days	32	16%
271 - 365 days	25	12%
1yr - 2yr	23	11%
Over 2 yr	2	1%
Total	203	100%

Criminal Investigations - age profile

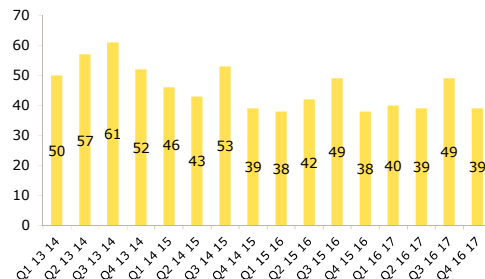
Age profile	Caseload Q4	%
0 - 30 days	12	25%
31 - 90 days	14	29%
91 - 180 days	7	15%
181 - 270 days	5	10%
271 - 365 days	3	6%
1yr - 2yr	6	13%
Over 2 yr	1	2%
Total	48	100%

Average age of caseload in days at end of each quarter

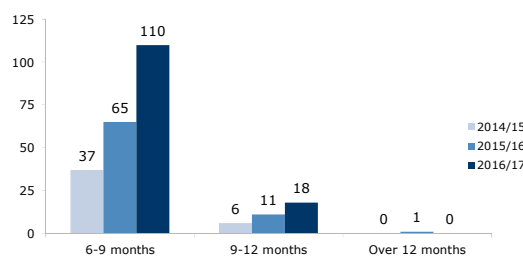
FOI and EIR Complaints



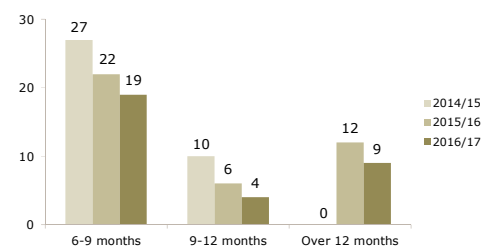
DP Concerns



FOI and EIR Complaints over 6 months old



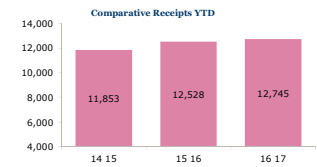
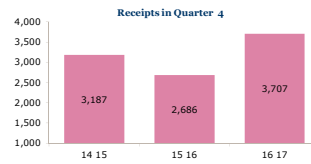
DP Concerns over 6 months old



Written advice casework received

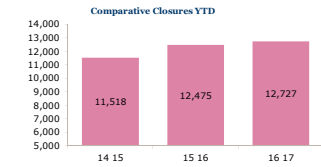
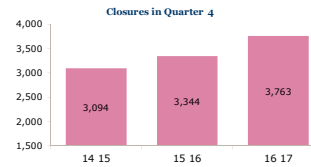
	2015/16	2016/17
Quarter 1	3,079	3,020
Quarter 2	3,491	2,934
Quarter 3	3,272	3,084
Quarter 4	2,686	3,707
Total	12,528	12,745

Written advice



Written advice casework closed

	2015/16	2016/17
Quarter 1	2,723	3,055
Quarter 2	3,027	2,822
Quarter 3	3,381	3,087
Quarter 4	3,344	3,763
Total	12,475	12,727



Helpline advice

Helpline calls received

	2015/16	2016/17
Quarter 1	48,810*	50,613
Quarter 2	54,440	46,545
Quarter 3	49,765	41,578
Quarter 4	51,685	51,206
Total	204,700	189,942

Helpline calls answered

	2015/16	2016/17
Quarter 1	46,507*	47,270
Quarter 2	51,346	44,471
Quarter 3	47,644	39,768
Quarter 4	49,231	48,985
Total	194,728	180,494

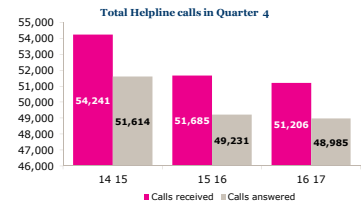
*These figures are approximately 4000 lower than would be expected due to the major IT hardware failure which interrupted the Helpline service for one week in May 2015.

% calls answered

	2015/16	2016/17
Quarter 1	95%	93%
Quarter 2	94%	96%
Quarter 3	96%	96%
Quarter 4	95%	96%
Total	95%	95%

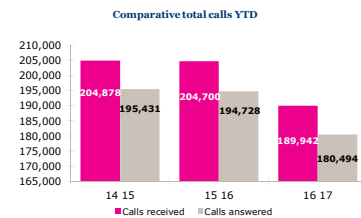
Average wait time

	2015/16	2016/17
Quarter 1	47	67
Quarter 2	62	46
Quarter 3	53	44
Quarter 4	55	46
Average Wait YTD	54	53



Helpline calls YTD

	2015/16	2016/17
Received	204,700	189,942
Answered	194,728	180,494
% Ans'd	95%	95%



Live Chat

Chats requested

	2016/17
Quarter 1	986
Quarter 2	3,405
Quarter 3	5,435
Quarter 4	9,038
Total	18,864

Chats answered

	2016/17
Quarter 1	970
Quarter 2	3,337
Quarter 3	5,280
Quarter 4	8,702
Total	18,289

% chats answered

	2016/17
Quarter 1	98%
Quarter 2	98%
Quarter 3	97%
Quarter 4	96%
Total	97%

Average length of chat

	2016/17
Quarter 1	11m 29s
Quarter 2	11m 7s
Quarter 3	12m 1s
Quarter 4	11m 29s

Average wait time

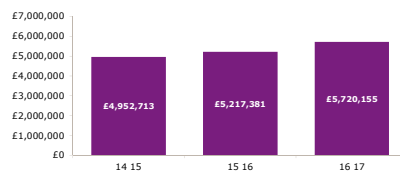
	2016/17
Quarter 1	4s
Quarter 2	4s
Quarter 3	4s
Quarter 4	4s

Registration fee income

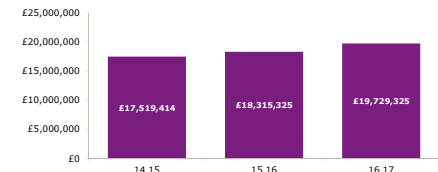
Fee income received

	2015/16	2016/17
Quarter 1	£4,158,504	£4,558,941
Quarter 2	£4,631,593	£4,851,347
Quarter 3	£4,307,847	£4,598,882
Quarter 4	£5,217,381	£5,720,155
Total	£18,315,325	£19,729,325

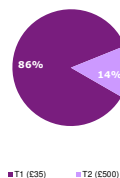
Registration Fee Income for Quarter 4



Comparative fee income YTD



Fee income received in Q4 by fee tier

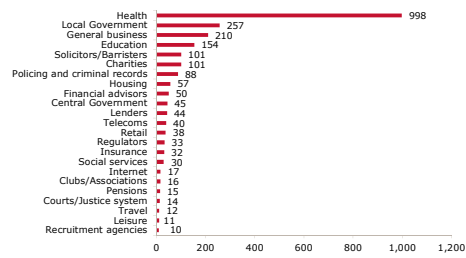


Self reported Incidents - Data Protection

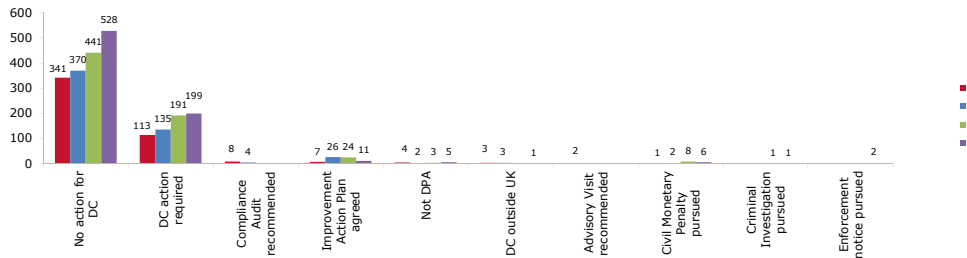
	Received	
	2015/16	2016/17
Quarter 1	445	560
Quarter 2	519	667
Quarter 3	521	625
Quarter 4	465	713
Total	1,950	2,565

	Closed	
	2015/16	2016/17
Quarter 1	503	480
Quarter 2	490	543
Quarter 3	515	669
Quarter 4	543	755
Total	2,051	2,447

Sectors generating most self reported incidents YTD



Outcomes YTD

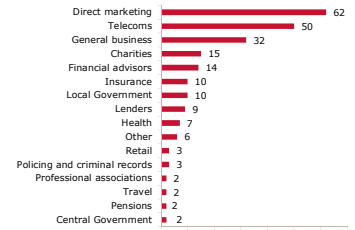


Enforcement and Criminal Investigations

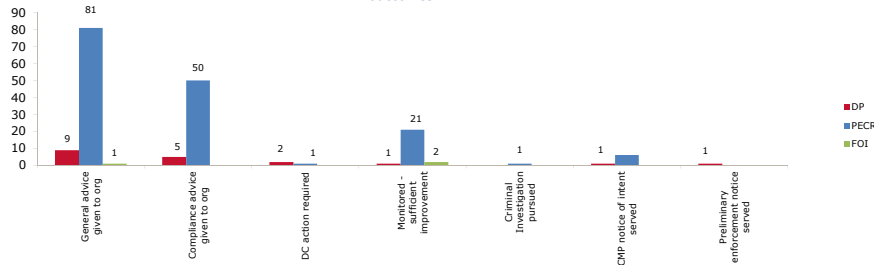
Enforcement

		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2015/16	Quarter 1	5	37	0	23	9	1
	Quarter 2	8	31	0	13	28	3
	Quarter 3	5	64	0	17	34	0
	Quarter 4	13	70	0	6	56	0
Total		31	202	0	59	127	4
2016/17	Quarter 1	11	64	2	12	43	2
	Quarter 2	8	70	2	8	54	1
	Quarter 3	17	49	0	10	41	1
	Quarter 4	18	68	1	11	56	1
Total		54	251	5	41	194	4

Sectors generating most Enforcement cases YTD



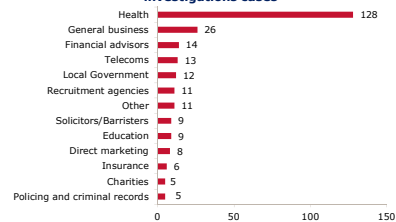
Outcomes YTD



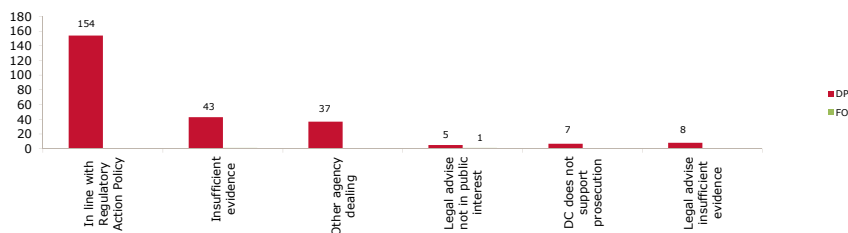
Criminal Investigations

		Received		Finished	
		Data Protection	FOI and EIR	Data Protection	FOI and EIR
2015/16	Quarter 1	55	0	57	1
	Quarter 2	58	0	73	0
	Quarter 3	55	0	46	1
	Quarter 4	69	1	61	0
Total		237	1	237	2
2016/17	Quarter 1	50	0	61	1
	Quarter 2	93	0	85	0
	Quarter 3	57	1	73	0
	Quarter 4	64	0	62	1
Total		264	1	281	2

Sectors generating most criminal investigations cases



Outcomes YTD



Notices, Cautions and Prosecutions

2016-17	Quarter 1			Quarter 2		Quarter 3		Quarter 4		Total
	Data Protection	PECR	FOI	Data Protection	PECR	Data Protection	PECR	Data Protection	PECR	
Undertaking served	2			2		3		2		9
Enforcement notice served	2	1	1	2	2	2	3	2	3	16
Prosecuted	6			2		7		7		22
Caution served	1			2		1		1		5
CMP served	4	5		4	4	3	5	5	9	39
5a PECR Penalties		5			1		1	3	3	10

The number of notices or undertakings actually served may differ to the number of cases closed as some cases can have more than one notice type served on them or a number of cases with one Data Controller will result in a single notice or undertaking being served.

